

PROGRAM WORK STATEMENT

FY 2017 Animal Services ILA funded by Travis County

Date prepared: 06/02/2016

Instructions:

- Answer the following questions as they pertain to *only those programs and services in which Travis County invests*.
- Ensure that all language (e.g. agency and program names, performance measures, etc.) is consistent across all contract forms.
- Do not delete any instructions or question descriptions.
- The information contained in this document will be used to report on your program to the Travis County Commissioners Court and the public, so the information herein should accurately explain and reflect the program and services.

1. Program Information

City of Austin/Travis County Animal Services Interlocal Agreement for Animal Control, Sheltering and Prevention Services

Agency name: City of Austin

Program name: Animal Services

2. Program Goals

The City of Austin and Travis County have adopted rules governing the keeping of animals. State laws governing ownership of domestic and exotic animals are enforced by both jurisdictions through local policies and adopted rules and ordinances. The roaming nature of some animals across jurisdictional boundaries is best served by a collaborative effort.

The purpose of the Agreement is to allow the City and the County to combine resources and capabilities in providing a collaborative animal control enforcement and shelter services program that serves a regional populace in the identification and vaccination of domestic pets, the maintenance of shelter facilities, and the control of animals at large (both domestic and wild).

3. Target Population

The City of Austin provides animal protection and control, sheltering, and prevention services including sterilization, vaccinations and microchipping to Travis County residents. These services will be provided through mobile clinics and offsite clinics in targeted areas of Travis County identified as follows:

- a. Neighborhoods with large numbers of stray animals and low return to owner rates or other health and safety concerns.
- b. Rabies Clinics. Pets of residents in targeted neighborhoods of Travis County will receive free rabies vaccinations and microchipping.

4. Client Eligibility

List all eligibility requirements for clients to receive services in the program, and fully describe the criteria for each requirement (see Sample Table below for examples). If eligibility requirements vary by program component, please specify in the descriptions. If your contracted program includes multiple service components with varying eligibility criteria, you may copy/paste the table below, complete one table per component, and title each table accordingly.

Sample Table:

Eligibility Requirement	Description of Criteria	Verification Method
Residency	Clients must be residents of Travis County	Residency address is verified by jurisdictional address websites (ie: TCAD) and/or government-issued photo identification.

Program Component (if applicable): N/A

Eligibility Requirement	Description of Criteria	Verification Method

(If program has additional eligibility requirements, insert additional rows in table. Please delete empty rows.)

5. Service Delivery

Priority Response Calls:

Priority 1: An active emergency is defined as an ongoing threat to public safety. All "Active Emergency Calls" must be responded to unless cancelled by the originating public safety agency.

Priority 1 Response time - ACTIVE EMERGENCY - To arrive on scene within 2 hours

Priority 2: An "Inactive Emergency" is classified as a situation where potential danger to the public still exists, but is not likely. Inactive Emergency calls whose hold-time has expired will be downgraded to a lower priority.

Priority 2 Response Time - INACTIVE EMERGENCY - To respond within 4 hours

A. Animal Protection & Control Services:

- 1. Rabies Control activities**
- 2. Training.** Ensure that Animal Protection Officers and Travis County Sheriff's Office (TCSO) personnel are adequately trained on the law and Rules
- 3. Sick and Injured Animals.** Respond to calls for sick and injured stray animals and transport those animals to the shelter or after hour's emergency clinic for care.
- 4. Dangerous Dog Hearings.** City will conduct Dangerous Dog investigations and hearings in accordance with the "Regulations of Travis County, Texas Governing Animal Control."
- 5. Customer Services.** City will provide customer service either by telephone or directly to citizens who visit the shelter
- 6. Customer Complaints.** City will dispatch personnel to resolve customer complaints/calls for service associated with enforcement of the "Regulations of Travis County, Texas Governing Animal Control." However, customers will be referred to the appropriate agency (including Travis County) when the issues or service request is outside the scope of the above

regulations or when the service required to resolve the issue is provided by another agency (including Travis County).

7. **Dispatch.** Dispatch services will include the following: management of field resources while they are in the field; distribution of service requests to field resources; customer service resolution by telephone; filing of citations; and bite report tracking for all reported animal bites requiring rabies quarantine.

B. **Shelter Services.** The Austin Animal Center (AAC) will accept every Travis County lost animal delivered to the shelter by animal control, emergency service personnel and those brought in/dropped off by citizens. Each animal is provided food, water, shelter, waste management, and veterinary care. Additional shelter services include the following:

1. **Acceptance and Maintenance of Animals**--When the shelter cannot provide treatment necessary to maintain the animal at a humane level of pain, that animal will be humanely euthanized according to applicable law.
2. **Quarantine** - A fully accredited quarantine facility and system to provide for the strict isolation and close observation of dogs, cats, and domestic ferrets during quarantine to determine whether the animal was capable of transmitting rabies at the time it bit a person will be provided. All required state reporting will be completed as well as victim notifications. At the end of the quarantine period (240 hours), the owner may reclaim its animal by paying the associated fees for service or the animal may be evaluated for the adoption and rescue programs. Animals are also given their rabies vaccination if they are not current.
3. **Medical Care** - Emergency veterinary treatment and care is provided to any animal with an unknown owner or any surrendered animal requiring medical care upon arrival at the Center. Injured animals requiring veterinary care above the capabilities of the Austin Animal Services (AAS) system may be referred to local emergency animal hospitals. Reclaiming owners are responsible for paying veterinary fees upon reclaim of their animal. Additionally, medical diagnostics, medical treatments, and vaccinations are provided to all animals that enter the shelter. These activities provide for the well-being of animals during their stay at the Austin Animal Center. They also help ensure healthy animals for the placement programs or return of the animal to its owner.
4. **Vaccinations/Microchips** - Every animal leaving the shelter is provided a microchip and rabies immunizations unless proof of current vaccinations is provided.
5. **Sterilization and Immunization** –
 - a. **Shelter** - The shelter performs castrations and ovariectomies on animals prior to their release (as per state law) through the placement programs. Additionally, when an animal is reclaimed after expiration of the mandated hold time the shelter will attempt to arrange for sterilization of the animal if it is intact. Approximately 95% of all adopted animals are sterilized before they go to their new homes.
 - b. **County clinics** - County sterilization and immunization as part of prevention services will be provided through immunization and sterilization clinics in targeted areas of Travis County.

Pets of owners residing in targeted neighborhoods of Travis County will receive free rabies vaccinations and microchip. Vaccinations clinics will be provided using City staff and volunteer resources. Services will be provided in convenient locations (parks, health clinics, libraries, etc.) within the neighborhood in order to eliminate transportation barriers.

A contracted mobile veterinary service will provide sterilization services. Animals will be sterilized and receive a rabies vaccination and microchip at no cost to the owner.

Services will be provided in convenient locations (e.g., parks, health clinics, libraries, etc) within the neighborhood in order to eliminate transportation barriers.

6. **Euthanasia** - Animals that are not released to the owner, placed into the custody of a new owner, or placed with another animal welfare organization for the purpose of rehoming or sanctuary, may be humanely euthanized by injection according to applicable law.
 7. **Adoption** - An attempt will be made to place all adoptable animals in new homes and /or place them with approved partner animal welfare agencies for the purposes of rehoming or sanctuary. Placement programs will maintain appropriate screening and matching criteria in order to optimize the opportunity of a successful placement for each animal. Additionally, the adoption program will provide education and education materials to shelter visitors.
- C. **Prevention Services.** Provide education/outreach and prevention programs to impact animal welfare and reduce shelter intake. Programs are designed to proactively reduce the number of pets entering the shelter, to improve health and welfare of pets and to improve neighborhood safety. Examples of current programs include:
- a. **Responsible Pet Owner class** - First time violators of pet laws may have citations waived by attending the course on responsibilities of pet ownership.
 - b. **Speakers** are available for education opportunities in neighborhoods (group meetings, newsletters, church meetings, schools, clubs, etc.)
 - c. **Free rabies vaccination program** - Free rabies vaccinations are provided in targeted neighborhoods and education about pet responsibility issues and animal welfare issues is offered while conducting the clinic.
 - d. **Free sterilization services** are provided for animals who reside within targeted areas of Travis County. Sterilization services for the Initial Term of the Agreement will be provided as set forth herein.
 - e. **Free micro-chips and identification tags** are provided for all Travis County residents so that pets can avoid being impounded at the shelter

6. Service Accessibility

Describe any relevant strategies employed by the program to ensure service access related to the following issues:

- *Bi-lingual staff are employed in all services*
- *All unincorporated areas of the county of responded to by Animal Control*
- *Mobile clinic sites are scheduled in targeted neighborhoods needing services*
- *All Travis County residents are eligible*

7. Program Staffing

List the staff positions (titles only, no individual names) that are essential to this program, and provide a brief description of duties as they relate to this program. If there are multiple staff positions with the same title and duties, you can note the number of positions with the position title, e.g. "Case Manager (5)."

Position Title	Description of Duties
Animal Control Officer	Patrols and responds to requests for animal related services in the field
Customer Service Representative	Provides variety of service to residents at the Austin Animal Center
Public Health Educator	Provides counseling, information and education to assist pet owners with their animals' needs
Animal Care Worker	Provide basic care and enrichment of shelter animals
Animal Health Technician	Provides medical care of shelter animals under direction of veterinarian
Veterinarian	Provides and directs care of shelter animals

(If program has additional staff positions, insert additional rows in table. Please delete empty rows.)

8. Program Evaluation

a) Information Management and Data Collection

- Performance and statistical information are collected monthly, quarterly and annually from the shelter software system regarding Animal Control and Shelter Services.
- Monthly invoices and reports are provided by the sterilization contractor for Prevention Services

b) Performance Evaluation

Actuals of monthly statistical and performance measures are reviewed monthly, quarterly and annually by appropriate teams to assess for progress toward goals and potential barriers to the performance levels.

c) Quality Improvement

A review of activity and performance data, in conjunction with an analysis of call volume allows Animal Services to identify areas in need of more concentrated activity. When an area is identified Animal Services dedicates the required resources to educate the community to reduce the number of stray, roaming animals. Requests for service in targeted areas drop significantly following educational outreach activities.

9. Output Performance Measures

Enter the output performance measures to be reported for the program in quarterly performance reports. You must report the number of unduplicated clients served and at least one other output. Total annual goals should be 12-month goals. Outputs should be reported quarterly unless a specific programmatic or data-driven limitation exists. Please use the comments section to specify and provide explanation for any reporting exceptions.

Output Measure	Total Annual Goal	Quarters Reported
1. Average response time (in minutes)	140	4
2. Number of companion animals sheltered	17,500	4
3. Number of animals adopted	7,425	4
4. Number of companion animals returned to owner	3,600	4
5. Number of spay/neuters performed at Austin Animal Center	6,400	4
6. Number of animals sterilized at community clinics	11,000	4
7. Number of spay/neuter community clinics	200	4

(If approved for additional Output measures, insert additional rows in table. Please delete empty rows.)

Comments (for reporting exceptions, if applicable):

10. Outcome Performance Measures

Enter the outcome performance measures (numerators, denominators, and outcome rates) to be reported for the program in quarterly performance reports. Total annual goals should be 12-month goals. Outcomes should be reported quarterly unless a specific programmatic or data-driven limitation exists. Please use the comments section to specify and provide explanation for any reporting exceptions.

Outcome Measure			Total Annual Goal	Quarters Reported
1.	a. Number of priority 1 & 2 activities completed	(numerator)	14,100	4
	b. Total number of priority 1 & 2 activities	(denominator)	15,000	
	c. Percentage of priority calls completed	(rate)	94%	

(If approved for additional outcome measures, insert additional rows in table. Please delete empty rows.)

Comments (for reporting exceptions, if applicable):

11. Community Planning

a) Community Planning Group Participation

If the agency participates in any community planning groups relevant to the issue area and services under this contract, please list them here, along with the name and title of agency representatives who participate and a brief description of their role and participation in that planning group.

Community Planning Group	Agency Participant Name/Title	Participation Role/Description
Regional Animal Issues Committee	Lee Ann Shenefiel, Deputy Chief Animal Services Officer	
Capital Area Shelter Hub Plan	Lee Ann Shenefiel, Deputy Chief Animal Services Officer	

(If agency is involved in additional planning groups, insert additional rows in table. Please delete empty rows.)

b) Community Plan

If the agency aligns itself with a Community Plan, provide the name of the plan and its authoring body, and a brief description of how you align your agency with and respond to the plan's shared community goals. If there is not an established community plan in this issue area, describe what the agency uses to orient itself to community needs and goals.

N/A

c) Response to Community Change

Have there been, or do you anticipate, any changes to the community plan or community goals, that will impact how you provide services over the remainder of your contract period?

N/A